

Daphne.Duke

244058

**From:** Jocelyn.Boyd  
**Sent:** Tuesday, May 14, 2013 10:56 AM  
**To:** charles.terreni@terrenilaw.com; selliott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn  
**Cc:** Deborah.Easterling; Tricia.DeSanty; Daphne.Duke  
**Subject:** FW: URGENT! Tega Cay - man hole cover  
**Importance:** High

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**From:** Jolene [<mailto:joje@comporium.net>]  
**Sent:** Monday, May 13, 2013 9:09 PM  
**To:** Greg Harrington; Harry L. Mathis; Jocelyn.Boyd  
**Subject:** FW: URGENT! Tega Cay - man hole cover  
**Importance:** High

**To whom this may concern,  
I have just received this from Mr. Oakley.  
Why is he so surprised?  
We've had this issue for years.  
This is how TCWS/Utilities Inc. does their job.  
Jolene Church**

**RECEIVED**  
MAY 14 2013  
PSC SC  
MAIL / DMS

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**Subject:** URGENT! Tega Cay - man hole cover  
**Importance:** High

Dear Tega Cay Residents,

I was just made aware of the photo below that was posted on the TCWS No Rate Increase Facebook page this afternoon with a description that it was taken this morning. As I indicated to you, last week we inspected every manhole in our system and this one has been tagged with pink paint indicating it was included in the inspection. That inspection involves popping the cover, doing the inspection, replacing the cover and painting. We never leave a manhole open during testing or video inspection without securing the area but how this cover came to be off its ring is an issue another.

The issue is safety! Because it is impossible to identify the location from the picture I am imploring anyone with any information on its location to PLEASE reply to me with the location details so that we can dispatch someone to rectify it.

In my update on Friday, I asked that people, *"PLEASE let us know immediately if you ever see an open manhole or a manhole that has been altered to allow for storm water runoff by calling our customer service line at 1-800-272-1919".*

I will add to that a request that the contact happen prior to a social media posting (or at least at the same time) out of concern for the safety of residents and our employees.

Thank you,

Tom

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